

## International Cargo Express – Your partners in business.

*Our purpose and commitment to you is to be successful, work as a team, inspire stability, assure satisfaction for clients, staff and family.*

Sharing our vision, mission and values with staff, customers, suppliers and partners whilst ensuring we stay true to our Cultural Statement.



## Vision

To be the preferred Australian supplier of Global Logistics Services with emphasis on professionalism and Integrity.

## Teamwork

The “ICE Team” is united in working towards one common goal of success.

## Responsibility

We will accept our responsibilities for our daily actions.

## Mission

### Our Families

Our families are our biggest supporters and we will continue to provide them with security in return.

### Our Staff

They are the heartbeat of the company. We will provide the development, work environment and recognition that will encourage and promote their individual growth.

### Our Customers

They are the reason we exist, and we will strive to deliver the best forwarding experience available.

### Our Community

We are committed to our community and will continue to provide support locally and internationally through various charities:

- Sponsorship funds each year for Life Line Suicidal prevention – Chatswood Rotary
- Sponsorship funds each year for two school children in Vietnam
- Sponsorship funds each year of a nominated Vietnamese School
- Sponsorship funds each year for nominated volunteer organisations

## Values

Honesty.

We are transparent and we inspire trust.

## Respect

We value diversity.

## Pride

We are proud of our people, our work, our company and our history.

## The Environment

We will provide direction to ensure efficient and effective work practices in line with our responsibilities.



### **Our Key Objectives**

To invest in our staff, providing opportunities for personal development and improvement.

To provide a Digital Strategy that will drive the continual growth of our online community, that informs, educates and engages our customers.

To achieve continual success for our clients and our business utilising ICE standards and good practices.

### **Governance**

Deliver true, correct and timely reports for the use of our team to maximise the results for our clients.

Engage highly effective controls and processes which include risk management strategies, ensuring business sustainability in an ever changing environment.

We always act with the utmost professionalism, complying with all requirements of statutory, tax and governing bodies.

### **Culture**

ICE strives to be an Employer of Choice.

We want to encourage a high performance work environment by developing effective learning programs.

We are a safe workplace.